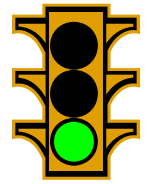




# MEMBER SERVICES DIVISION DASHBOARD

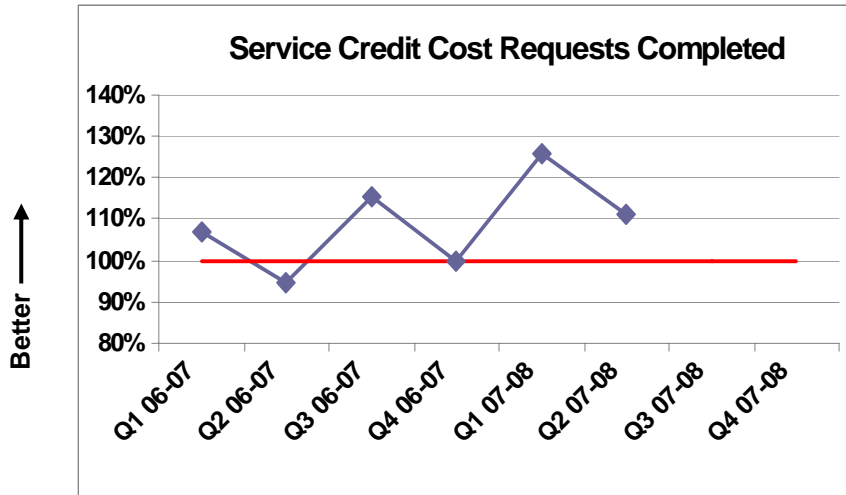


## STRATEGIC GOALS

*VI. Administer pension benefit services in a customer oriented and cost effective manner.*

## MEASURE:

*Percent of service credit cost requests completed, compared to the number received.*



**Target:** 100%

| Year    | Q1   | Q2   | Q3   | Q4   |
|---------|------|------|------|------|
| 2007-08 | 126% | 111% |      |      |
| 2006-07 | 106% | 95%  | 115% | 100% |

## INITIATIVES: *Improve Customer Service*

| Initiatives   | Milestones  |
|---|---|
| <ul style="list-style-type: none"><li>• Fill Service Costing positions immediately upon vacancy.</li><li>• Continue functional training of Service Credit Costing staff.</li><li>• Continue MBSD metrics program to monitor incoming and outgoing workload.</li></ul> | <ul style="list-style-type: none"><li>• New staff attend MBSD functional training program and are assigned training a mentor.</li><li>• Timely completion of recruitments and hiring process.</li><li>• Review monthly metric data to ensure targets are on schedule.</li></ul> |

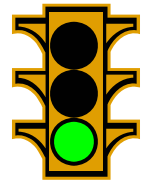
## COMMENTS:

- This table represents the number of service credit cost requests completed in comparison to the number received per quarter.
- The number of service credit cost requests completed in a quarter can exceed 100% of the number received. This occurs because the completed requests include a combination of requests received during a quarter and requests already in the inventory prior to the beginning of a quarter.
- The percentage of completed service credit cost requests can fluctuate each quarter depending on increases and decreases in the number of requests received.

2nd Quarter 2007-08

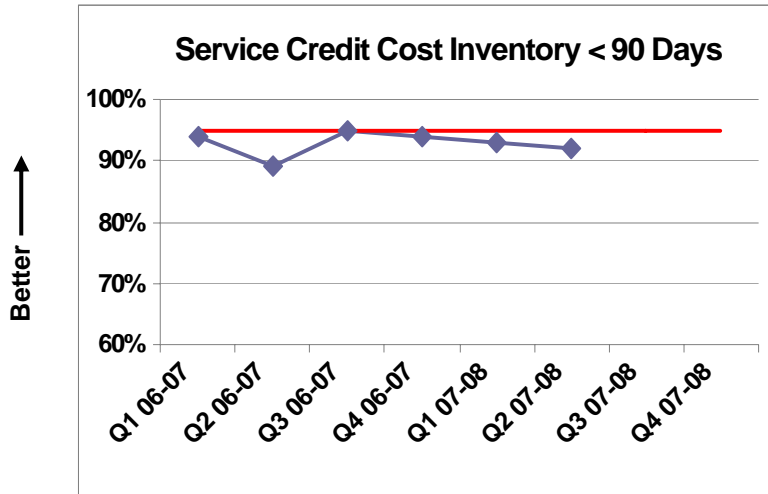


# MEMBER SERVICES DIVISION DASHBOARD



## STRATEGIC GOALS

*VI. Administer pension benefit services in a customer oriented and cost effective manner.*



## MEASURE:

*Percent of service credit cost requests completed within 90 days of receipt.*

**Target: 95%**

| Year    | Q1  | Q2  | Q3  | Q4  |
|---------|-----|-----|-----|-----|
| 2007-08 | 93% | 92% |     |     |
| 2006-07 | 94% | 89% | 95% | 94% |

## COMMENTS:

- This table represents all service credit cost inventory and the percentage of inventory aged less than 90 days.
- 100% completion rate cannot be attained due to items that are constrained for such reasons as missing employer payroll data, reviews by other divisions, pending legal decisions, etc.
- Most Present Value cost requests are constrained for 60 days due to staff waiting for current month payroll to post.
- The steady decrease in the measure from 95% in Q3 of 2006-07 to 92% in Q2 of 2007-08 is due to a reduction in the service credit cost inventory from 3,270 to 2,557 items. There is a fairly consistent number of constrained items in the inventory at all times, which results in a decrease in the measure if the overall inventory is reduced.

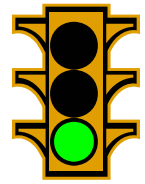
## INITIATIVES: *Improve Customer Service*

| Initiatives  | Milestones  |
|--|---|
| <ul style="list-style-type: none"><li>• Fill Service Credit Costing positions immediately upon vacancy.</li><li>• Continue functional training of Service Credit Costing staff.</li><li>• Continue MBSD metrics program to monitor incoming and outgoing workload.</li></ul> | <ul style="list-style-type: none"><li>• Timely completion of recruitments and hiring process.</li><li>• New staff attend MBSD functional training program and are assigned a training mentor.</li><li>• Review monthly metric data to ensure targets are on schedule.</li></ul> |

2nd Quarter 2007-08



# MEMBER SERVICES DIVISION DASHBOARD

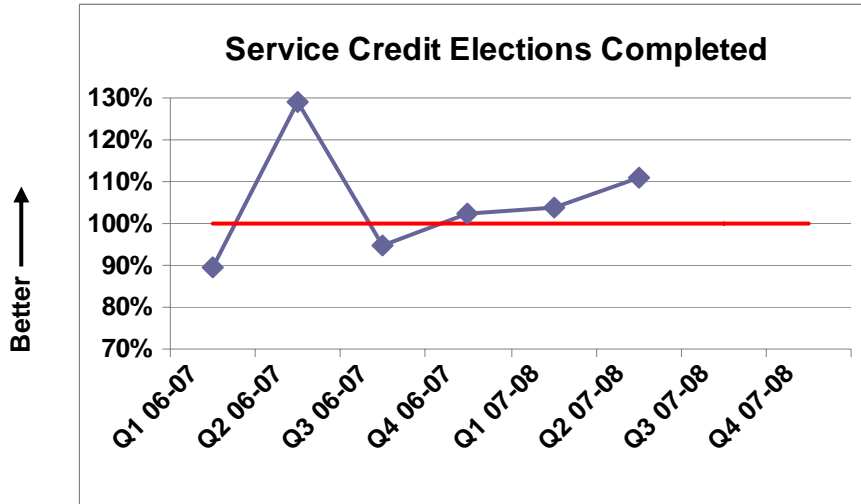


## STRATEGIC GOALS

**VI. Administer pension benefit services in a customer oriented and cost effective manner.**

## MEASURE:

*Percent of service credit elections completed, compared to the number received.*



**Target:** 100%

| Year    | Q1   | Q2   | Q3  | Q4   |
|---------|------|------|-----|------|
| 2007-08 | 104% | 111% |     |      |
| 2006-07 | 90%  | 129% | 95% | 102% |

**INITIATIVES:** *Improve Customer Service*

| Initiatives  | Milestones  |
|--|---|
| <ul style="list-style-type: none"><li>Fill Service Credit Election positions immediately upon vacancy.</li><li>Continue functional training of Service Credit Election staff.</li><li>Continue MBSD metrics program to monitor incoming and outgoing workload.</li></ul> | <ul style="list-style-type: none"><li>Timely completion of recruitments and hiring process.</li><li>New staff attend MBSD functional training program and assigned training mentor.</li><li>Review monthly metric data to ensure targets are on schedule.</li></ul> |

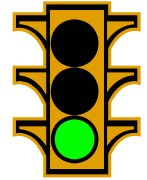
## COMMENTS:

- This table represents the number of service credit election requests completed in comparison to the number received per quarter.
- The number of service credit election requests completed in a quarter can exceed 100% of the number received. This occurs because the completed requests include a combination of requests received during a quarter and requests already in the inventory prior to the beginning of a quarter.
- The percentage of completed service credit election requests can fluctuate each quarter depending on increases and decreases in the number of requests received.

2nd Quarter 2007-08



# MEMBER SERVICES DIVISION DASHBOARD

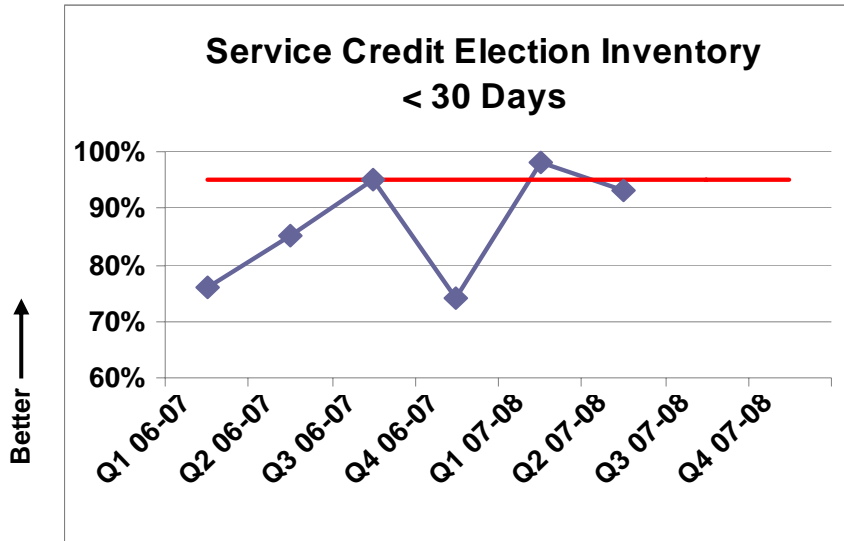


## STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost effective manner.

## MEASURE:

Percent of service credit elections processed within 30 days of receipt.



**Target:** 95%

| Year    | Q1  | Q2  | Q3  | Q4  |
|---------|-----|-----|-----|-----|
| 2007-08 | 98% | 93% |     |     |
| 2006-07 | 76% | 85% | 95% | 74% |

**INITIATIVES:** *Improve Customer Service*

| Initiatives  | Milestones  |
|--|---|
| <ul style="list-style-type: none"><li>Fill Service Credit Election positions immediately upon vacancy.</li><li>Continue functional training of Service Credit Election staff.</li><li>Continue MBSD metrics program to monitor incoming and outgoing workload.</li></ul> | <ul style="list-style-type: none"><li>Timely completion of recruitments and hiring process.</li><li>New staff attend MBSD functional training program and assigned training mentor.</li><li>Review monthly metric data to ensure targets are on schedule.</li></ul> |

## COMMENTS:

- This table represents all service credit election inventory and the percentage of inventory aged less than 30 days.
- 100% completion rate cannot be attained due to items that are constrained for such reasons as financial institution delays for pending rollovers, incomplete paperwork submitted by member, pending legal decisions, etc.
- The decrease in the measure from 98% in Q1 to 93% in Q2 is due to a reduction in the service credit election inventory from 471 to 282 items. There is a fairly consistent number of constrained items in the inventory at all times, which results in a decrease in the measure if the overall inventory is reduced.